

November 2011 Incident Report

As of 12/5/2011

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Alcoholic Beverage Control	1	121	122
	0	111	111
Customer Company Total	1 0	121 111	122 111

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Alcoholic Beverage Control	1 0	121 0	122 0
Customer Company Total	1 0	121 0	122 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Alcoholic Beverage Control	1 0.10	121 0.01	122 0.01
Customer Company Total	1 0.10	121 0.01	122 0.01

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Alcoholic Beverage Control	1 1	121 0	122 1
Customer Company Total	1 1	121 0	122 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Alcoholic Beverage Control	1 4.27	121 0.17	122 0.20
Customer Company Total	1 4.27	121 0.17	122 0.20

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Detail

INC000000392790	Bonnie Healey Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000397884	Tony L Gann Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000402397	Liquor Store 30 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408371	Liquor Store 42 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408376	Liquor Store 19 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408468	Liquor Store 45 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408501	Keith Zuspan Metro D Desktop Support	EIS Hardware Rod Tucker	Printer Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408546	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408549	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408550	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408554	Liquor Store 34 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408563	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408791	Robert Hansen Metro D Desktop Support	EIS Hardware Rod Tucker	Printer Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408795	Liquor Store 05 Metro D Desktop Support	EIS Hardware Rod Tucker	PC/Laptop Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409040	Liquor Store 22 Metro D Desktop Support	EIS Hardware Rod Tucker	PC/Laptop Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409176	Liquor Store 30 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000409374	Liquor Store 42 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410046	Anita Knowley Voice Operations	Telecom Romanza Hamblin	Call Management Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.59
INC000000410224	Liquor Store 40 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410225	Liquor Store 41 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410226	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410227	Liquor Store 26 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410636	Liquor Store 45 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410641	Liquor Store 39 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410644	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410648	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410651	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410658	Liquor Store 31 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410660	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410686	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410740	Liquor Store 45 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410742	Liquor Store 18 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410743	Liquor Store 32 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000410744	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410754	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410879	Liquor Store 30 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411060	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411081	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411230	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411250	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411363	Liquor Store 33 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411365	Liquor Store 01 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411366	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411463	Liquor Store 33 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411600	Liquor Store 19 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411628	Justin Broderick Metro D Desktop Support	Application Kevin Perry	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 2.77
INC000000411716	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000411983	Penny Hulse Metro D Desktop Support	None Kevin Perry	None Alcoholic Beverage Control	Escalate Retail (ERP) Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.64
INC000000411985	Bonnie Healey Metro D Desktop Support	None Kevin Perry	None Alcoholic Beverage Control	Escalate Retail (ERP) Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.68
INC000000411987	Marjean Short Metro D Desktop Support	None Kevin Perry	None Alcoholic Beverage Control	Escalate Retail (ERP) Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.70

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INC000000412258	Liquor Store 34 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412265	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412328	Lynn Sugden Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412355	Kerri Adams Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.87
INC000000412383	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000412922	Liquor Store 38 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413153	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413704	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413922	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414663	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414666	Liquor Store 09 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414671	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414672	Liquor Store 33 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414676	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415245	Penny Hulse Application Support	None David Zorn	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415488	Liquor Store 34 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415499	Liquor Store 23 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000415615	Robert Southworth Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000415636	Liquor Store 04 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000415974	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416391	Liquor Store 08 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416420	Liquor Store 08 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416430	Liquor Store 08 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416437	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000416800	Anita Knowley Voice Engineering	Telecom Tony DiConza	Dial Tone Alcoholic Beverage Control	Telephone High	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 4.27
INC000000417951	Liquor Store 09 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417955	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417956	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417957	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417958	Liquor Store 14 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417959	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417960	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417961	Liquor Store 23 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000417962	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000417963	Liquor Store 12 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417964	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417989	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417990	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418353	Cindy L Holmes Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418389	Bonnie Healey Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419010	Robert Hansen Metro D Desktop Support	Application Kevin Perry	Error Alcoholic Beverage Control	Novell GroupWise Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.11
INC000000419689	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419690	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419691	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419767	Liquor Store 39 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419768	Liquor Store 45 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419770	Liquor Store 44 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419913	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419916	Liquor Store 15 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419921	Liquor Store 15 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420279	Liquor Store 08 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000420280	Liquor Store 08 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420283	Liquor Store 08 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420286	Liquor Store 45 Metro D Desktop Support	PC/Laptop Greg Clawson	Performance Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420295	Vera D Pitt Application Support	None David Zorn	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420299	Tony L Gann Application Support	None David Zorn	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420362	Liquor Store 40 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420391	Liquor Store 12 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420392	Liquor Store 23 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420560	Liquor Store 03 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420574	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420761	Liquor Store 21 Metro D Desktop Support	None Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420770	Liquor Store 06 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421386	Liquor Store 15 Metro D Desktop Support	None Greg Clawson	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421390	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421648	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422502	Vera D Pitt Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423059	Liquor Store 24 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

November 2011 Incident Report

As of 12/5/2011

Alcoholic Beverage Control

INC000000423063	Liquor Store 41	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423165	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423169	Liquor Store 03	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000423302	Liquor Store 06	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00